

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

Claim 1 (currently amended): A computer implemented method of providing user assistance information, the method comprising:

receiving a question from a user of a computer executed application;

identifying an operational context of the computer executed application, wherein the operational context is associated with the received question;

identifying a category that is associated with the identified context;

searching for at least one answer to the question, wherein the searching is based at least in part upon the identified category and the received question;

determining whether a selected one of the at least one answer is associated with the identified context and the received question; [[and]]

identifying the question as an unanswered question when no answer is associated with the identified context and the received question;

logging the unanswered question;

identifying a list of frequently asked unanswered questions; and

prompting for answers to the list of frequently asked unanswered questions, the prompting being configured to allow the answers to be entered.

Claim 2 (previously presented): The method of claim 1, wherein identifying an operational context comprises one of the following:

determining which of a plurality of web pages have been visited by the user;
identifying the time that the user accessed the plurality of web pages; determining a
format in which the user transmitted the question; or
determining the hardware environment of the user.

Claim 3 (original): The method of claim 2, wherein the determined format is one of the
following: input from a field in a web page, an e-mail message or an electronic chat question.

Claim 4 (canceled)

Claim 5 (original): The method of claim 4, wherein determining whether any answer is
associated with the identified context and the received question comprises determining whether a
confidence threshold is exceeded.

Claim 6 (original): The method of claim 4, additionally comprising associating an answer
with the unanswered question.

Claim 7 (original): The method of claim 6, wherein associating an answer comprises
generating a web page containing the answer to the question.

Claim 8 (original): The method of claim 7, additionally comprising providing the
associated answer in response to receiving a question from a second user, wherein the associated

answer is immediately available to the second user subsequent to the answer being associated with the question.

Claim 9 (original): The method of claim 5, additionally comprising generating an e-mail containing the answer to the question.

Claim 10 (original): The method of claim 1, additionally comprising searching for the answer using at least in part the identified category.

Claim 11 (original): The method of claim 10, wherein the identified category is a user definable description.

Claim 12 (currently amended): A computer implemented system for providing user assistance, the system comprising:

a question module adapted to receive at least one question from a user of a computer executed application;

a context module adapted to identify at least one category that is associated with [[the]] context of the computer executed application in which the question was received; and

a knowledge module adapted to identify an answer to a received question, wherein the answer is derived using at least in part the identified category; [[and]]

an authoring module adapted to identify unanswered questions ~~and adapted to associate an answer with the unanswered questions; and~~

a tracking module adapted to log the unanswered questions, to identify a list of frequently asked unanswered questions, and to prompt for answers to the list of frequently asked unanswered questions.

Claim 13 (currently amended): A computer implemented system for providing user assistance, the system comprising:

a suggestion module adapted to provide a list of questions and answers pairs to a user of a computer executed application in response to a request from the user for assistance [[with]] regarding computer executed application, wherein the list of questions and answers pairs is customized based at least in part upon a category that is associated with the user request; and

a statistics module adapted to provide the list of questions, wherein the list of questions includes a selected number of frequently asked questions.

Claim 14 (original): The system of claim 13, wherein the statistics module identifies unanswered questions and additionally comprising an authoring module adapted to associate answers with the unanswered questions.

Claim 15 (original): The system of claim 14, wherein the authoring module associates answers with the unanswered questions automatically.

Claim 16 (original): The system of claim 12, additionally comprising a statistics module adapted to provide a list of questions.

Claim 17 (original): The system of claim 16, wherein the statistics module arranges the questions in a most frequently asked order.

Claim 18 (original): The system of claim 16, wherein the statistics module arranges the questions in a least frequently asked order.

Claim 19 (currently amended): A computer implemented system for providing user assistance, the system comprising:

a question module adapted to receive at least one question from a user of a computer executed application;

a context module adapted to identify at least one category that is associated with the context of the computer executed application in which the question was received;

a knowledge module adapted to identify an answer to a received question, wherein the answer is derived using at least in part the identified category;

an authoring module adapted to identify unanswered questions ~~and adapted to associate an answer with the unanswered questions;~~

a statistics module adapted to provide a list of questions and answers that are associated with the identified category; [[and]]

a suggestion module adapted to provide the list of questions and answers to the user in response to a request for assistance; and

a tracking module adapted to log the unanswered questions, to identify a list of frequently asked unanswered questions, and to prompt for answers to the list of frequently asked unanswered questions.

Claim 20 (original): The system of claim 19, wherein the authoring module associates an answer with the unanswered questions automatically.

Claims 21-29 (canceled)

Claim 30 (currently amended): A computer implemented method of providing user assistance information, the method comprising:

identifying a context of a computer executed application that is associated with a user in response to a request for assistance [[with]] regarding the computer executed application;

determining which of a plurality of categories is associated with the identified context of the computer executed application;

identifying a plurality of most frequently asked questions that are associated with the determined category; and

displaying the most frequently asked questions to the user.

Claim 31 (currently amended): A method of providing user assistance information, the method comprising:

determining a category that is associated with a user question, wherein the determined category is based at least in part upon which web page of a plurality of web pages the user has most recently accessed, the user question being associated with a request for assistance [[with]] regarding a computer executed application;

identifying a plurality of most frequently asked questions that are associated with the category; and

displaying the most frequently asked questions to the user.

Claim 32 (currently amended): A method of providing user assistance information, the method comprising:

receiving a plurality of questions;

determining whether each of the questions has an associated answer located in a knowledge database;

storing the questions which have no associated answer located in the knowledge database, the questions which have no associated answer defining unanswered questions; [[and]]

logging the unanswered questions;

identifying a list of frequently asked unanswered questions;

receiving at least one new answer from an administrative user for each of the ~~questions~~ stored in the knowledge database which have no associated answer frequently asked unanswered questions.

INTERVIEW SUMMARY UNDER 37 CFR §1.133 AND MPEP §713.04

A telephone interview in the above-reference case was conducted on November 22, 2006 between the Examiner and the Applicants' undersigned representative. The office action mailed on August 11, 2006 was discussed. Specifically, the rejection of claim 13 in view of U.S. Patent No. 6,584,464 to Warthen was discussed. The Applicants wish to thank the Examiner for his time and attention in this case.